



DISTRICT OF COLUMBIA GOVERNMENT

DC OFFICE OF RISK MANAGEMENT

Kelly Valentine
Chief Risk Officer

Tort Liability

Claimant Process Flow

An incident (auto, property or liability) occurs in the District to a citizen:

- Claimant calls 202-727-8600 to report
- The following information is required at a minimum:
 - Name, address, day & evening phone numbers
 - SSN or tax ID and DOB
 - Date and time of incident, exact location of incident
 - Circumstances and cause of damage or injury
 - Relevant documents (i.e. police reports, ownership documentation, estimates for repair, etc)

DCORM Staff Assistant:

- Enters data into claims management system
- Assigns the case to an adjuster
- Creates a file, claim number is generated and claim assigned to an adjuster

Adjuster:

- Contacts claimant and parties involved
- Contacts agency involved for internal reports and investigative information
- Gathers all relevant information regarding claim:
 - Photos, quotes, estimates, witness statements, etc.
- Enters additional information/investigation details into claims management system

Determination:

- Negotiate settlement
 - Send order and release to claimant/subrogee/attorney
 - Prepares executed documents for payment
- or-
- Deny claim; claimant may appeal filing civil action through Superior Court